

**Idaho State University**  
**Family Medicine Residency Medicine Program**

**S T R A T E G I C   P L A N**

**Executive Summary**

May 2007

## **PROGRAM OVERVIEW**

The ISU FMR is a division of the Department of Family Medicine in the Kasiska College of Health Professions at Idaho State University. The ISU FMR has a Graduate Medical Education Committee (GMEC) that oversees all residency functions. The GMEC is made up of members from Idaho State University, Portneuf Medical Center, a Bannock County Commissioner, local physicians and two resident physician members. Jonathan Cree, M.D. is the Director of the ISU FMR and Chairman of the Department of Family Medicine.

The core functions of the ISU FMR, according to Idaho Code are twofold, as follows:

**1. Training family physicians to provide care to populations throughout Idaho, both rural and urban.**

Idaho is 49<sup>th</sup> out of 50 in physician per capita state statistics in the USA and has a special problem recruiting physicians to settle in isolated rural Idaho. Both residency programs have an excellent track record of recruiting family physicians that settle and stay in Idaho, and gives Idaho the honor of being eighth state in the nation in retention rates. The ISU FMR has 18 M.D. residents and two pharmacotherapy residents in training, and graduates six new family physicians each June. Twenty eight of fifty nine family physicians graduates from the ISU FMR have been recruited to settle in Idaho since the first class graduated in 1995.

**2. Provision of services to underserved populations in Idaho:**

Over the last decade the two residency programs and their graduates have become leading medical providers to the underserved populations in Idaho. Reimbursement of such medical services has been declining, while program costs have been climbing. The ISU FMR provides over 1.8 million dollars in medical services to Medicaid, Medicare and the indigent. Approximately 40% of the 2.2 million dollars (or \$900,000) annual charges are written off to bad debt and contractual adjustments. The ISU FMR staffs community services such as the Health Department, adolescent detention centers, prison services, free clinics and HIV clinics. The Indian Health Service, migrant workers, nursing home residents and the home-bound also receive medical support from the residents. Residents who settle in Idaho communities have an excellent track record of continuing outreach services to Medicare, Medicaid and indigent patients and supporting free clinics in their communities.

## **VISION**

The ISU FMR seeks and encourages the best in family medicine for Idaho. Additional accomplishments of the ISU FMR not detailed as core functions above nonetheless underscore the range of vision which drives the program's fundamental connections to Idaho and all of its constituencies.

**1. Health Professions Education**

The ISU FMR serves as major clinical teaching site for the education of a broad range of future Idaho professionals. A new Medical Informatics Degree is being designed around the information technology component of the ISU FMR. Current and future health professional students include:

Nursing Students	Pharmacy Students
Nurse Practitioner Students	Pharmacotherapy Residents
Physician Assistant Students	College Level Pre-Med Students
Undergraduate Medical Students	Speech Pathology Students
Masters in Health Education Candidates	Psychology Students
Medical Informatics Degree Candidates	Psychotherapy Students
Masters in Psychology Candidates	Business Study Students
Masters in Nutritional Sciences Candidates	

## 2. Humanities Division

The ISU FMR employs a psychologist to lead the Humanities Division of its program. Residents get training in multi-disciplinary aspects of community medicine and community psychiatry, which are major deficit areas in Idaho. Community Medicine includes exposure to community resources exemplified by hospice, home health, the infant-toddler program, and epidemiology each of which is based out of the Southeastern Idaho District Health Department; introduction to competencies in interviewing and community-oriented primary care; analysis of video-taped clinical encounters drawn from the resident's outpatient clinic tutorials on health behavior change and depression; and exposure to three community psychiatrists operating in three different venues: a short-term inpatient unit for acute psychiatric disturbance; a community mental health center; and a Children's Support Services Clinic. The Psychiatric rotation includes additional exposure to each of the psychiatric settings, domestic violence training; and tutorials in somatoform disorders and health behavior change. MD residents work alongside masters in psychology candidates.

## 3. Clinical Services Grants

The ISU FMR has active clinical grant writers who pursue grants to help offset residency deficits and enrich the clinical training. These grants include Title VII grants which are extremely important to the Pocatello residency program and the populations it serves. Over the last decade these grants have assisted funding outreach to rural perinatal populations in American Falls and Aberdeen, uninsured GYN patients with precancerous lesions of the uterine cervix, education in The New Model Office Paradigm and new models of psychiatric care. The funds brought into Idaho through the successful grant applications are shown below:

Year	Name	Grant	Term
99/02	OB OUTREACH	\$ 400,000	3 years
02/05	WOMEN'S HEALTH	\$ 351,000	3 years
05/08	NEW MODEL OFFICE	\$ 563,841	3 years
04/05	EMR	\$ 962,701	2 years
98/06	HIV	\$ 550,000	8 years
Total		\$ 3,577,000	8 years

## 4. Research Division

The ISU FMR sponsors an active and successful research division. We are extremely fortunate in having a nationally renowned pharmacotherapy researcher, Professor Rex Force, PharmD, who has literally brought millions of health care grant funds into Pocatello in the last ten years. These include two prestigious NIH multi-center trials,

ACCORD and AIMHIGH. The ISU Division of Research was a major contributor to the ALLHAT study which changed the approach to hypertension treatment all over the world. Other studies include ONTARGET and TRANSCEND. Dr. Rex Force supervises a highly qualified staff of research assistants and coordinators to service these grants. Additionally, the Clinical Research Division of the Department of Family Medicine at ISU is extremely productive in scholarship research publications and book chapters.

Year	Name	Grant	Term
95/02	ALLHAT	\$ 96,000	7 years
98/01	CONVINCE	\$ 21,000	3 years
99/03	CHARM	\$ 28,000	5 years
02/08	ACCORD	\$ 1,547,911	7 years
06/10	AIM HIGH	\$ 514,000	4 years
02/08	ONTARGET TRANSCEND	\$ 120,000	6 years
	Total	\$ 2,326,911	10 years

## 5. Information Technology

The ISU FMR is leading the way in education medical institutions in the realm of information technology. We have a fully implemented electronic health record with HIPPA compliant web-based access for both providers and patients. The ISU FMR through a successful appropriations request submitted by the ISU Institute of Rural Health fully funded the Electronic Medical Records at the Boise Family Medicine Residency in addition to funding its own program. Rather than a paper chart, residents and faculty enter the room with a computer tablet on their left arm, and share data with their patients during the consultation directly into the tablet. Both physicians and their patients are constantly on line throughout the consultation to ensure treatments are evidence-based and up to date.

## 6. Integrative Health

Dr. Jean Bokelmann has started the Integrative Health Clinic in Pocatello, Idaho, which has provided a much-needed alternative approach to chronic medical problems. Her clinic is booked out over four months ahead. This provides a broader perspective of patient needs to residents in family medicine training.

## 7. Pharmacotherapy Services

The ISU FMR has integrated pharmacy services to model future multi-disciplinary practice profiles. Prescribing from the ISU FMR is now electronically based. As a prescription is entered into the EMR in front of the patient, it is instantly accessible through that patient's pharmacy through the web and is available for pickup by the time they leave the office. Pharmacotherapists run anticoagulation clinics, pharmacotherapy clinics, the pharmacy component of HIV clinics and medication assistance programs for patients who cannot afford their medications. Pharmacy residents assist with quality assurance initiatives and congestive heart failure, asthma, depression, cardiovascular disease and diabetes. They assist in the transition of care from the hospital to the outpatient clinic and ensure the patients understand their new complex medication regimens. Pharmacy staff assist patients and providers with the Medicare D drug program.

## **8. New Model Office Paradigm**

The ISU FMR is strongly invested in an innovative concept of practice called “The Model Office Paradigm for Family Medicine.” Through the Title VII grant award that Associate Director, Dr. William Woodhouse, authored, the residency has sent several faculty members and staff to the Intermountain Health Care Institute for Health Care Delivery Research. The residency now offers open access scheduling, patient centered care with patient advocacy feedback, electronic patient communication and group visits for specific diagnostic categories. Through the data available on the Electronic Health Record the residency has embarked on several quality improvement programs in order to keep the program in line with national standards.

## **MISSION STATEMENT**

*The Idaho State University Family Medicine Residency provides a collegial learning experience through which residents become mature, competent and compassionate family physicians. In an environment characterized by academic, technological and clinical innovation, each learner and teacher is encouraged to pursue a path of individual professional growth and leadership. From public policy advocacy to cutting edge information technology to high-quality, multidisciplinary care for the underserved, we seek and encourage the best in family medicine.*

## **STRATEGIC PLAN SUMMARY**

### **Current/Ongoing Strategic Imperatives**

#### **1. Recruitment**

Goal: Recruit and train excellent family physicians for rural Idaho

- 100% Fill rate of open positions
- Applicant pool six times number of open positions
- Interview 100% of all applicants from Idaho
- 1/3 of each matched class from Idaho

#### **2. Service**

Goal: Provide access to medical care for the underserved in Pocatello and Idaho

- 18,000 visits per year
- 1,000 deliveries per year
- Provide hospital service to all patients without physicians
- Extensive community outreach including prisons, free clinic Indian Health Service Hospice and nursing homes
- Culturally appropriate care to migrant farm workers

#### **3. Training**

Goal: Provide multidisciplinary clinical training for health professionals

- Family Medicine Residents, Medical students,
- Pharmacy Residents, Pharmacy Students

- Nurses, Nurse practitioners, Nutritionists
- Health Educators, Psychologists, Physicians Assistants
- IT personnel, Health Administrators

#### **4. Innovation**

Goal: Explore innovative approaches to health care delivery

- Implement open access scheduling
- Provide group visits
- Enhance patient advocacy and patient participation
- 100% of Residents to complete a quality improvement measured activity
- 100% conversion to electronic prescribing
- Increase electronic communication with patients
- Maintain compassionate personal care in the electronic age

#### **5. Research**

Goal: Foster a nationally recognized clinical research center

- Ongoing participation in multi center NIH grant projects such as ACCORD
- At least 3 peer-reviewed articles per year
- At least 1 monograph per year
- At least 1 book chapter per year
- published quality improvement data

#### **6. Advisory**

Goal: Act in an advisory capacity to ISU and any state agencies involved in medical education

- Contribute if requested to medical education feasibility study

### **Future Strategic Objectives 1**

(Short-term, 1-2 years)

#### **1. Develop hospitalist program**

- Provide hospital care to 100% of patients without doctors in Pocatello
- Hire 3rd and 4th hospitalist
- 100% Case management model
- Enhance FM resident hospital skills

#### **2. Enhance undergraduate medical education expertise and involvement**

- Increase undergraduate medical student rotations to 10 per year

#### **3. Activate psychosocial collaboration amongst faculty for teaching and modeling**

- Humanistic component to 100% of medical interactions
- Psychosocial component to 100% of didactic afternoons

#### **4. Develop data systems and Health information degree**

- Approval of degree 2008
- Intake first class 2009

- IT outreach to physicians of Pocatello and Idaho

#### **5. Develop comprehensive women's health track**

- Free care to low income women with abnormal paps
- Comprehensive Colposcopy training to 100% of residents

### **Future Strategic Objectives 2**

(Mid-term, 3-5 years)

#### **1. Embed Quality Improvement (QI) and Payment for Performance initiatives into work processes**

- Hire a payment for performance nurse 2008
- Develop P4P billing codes
- Outreach and assistance for Idaho physicians

#### **2. Start a rural training track in Rexburg**

- Complete consultation process in 2007
- ACGME approval 2008
- Match RTT residents 2009

#### **3. Develop consistency with regard to psychosocial issues and the EMR**

- Initial research completed 2008
- Publish data 2009

#### **4. Enhance and strengthen a rural Family Medicine teaching Clinic in American Falls**

- 100% bilingual Family Medicine preceptors both sites
- 100% bilingual FM residents both sites

#### **5. Explore and enhance foundation giving through the ISU Foundation**

- Complete faculty foundation training 2008
- Identify major donor 2009
- Focus on multidisciplinary primary care building 2012

### **Future Strategic Objectives 3**

(Long-term, 6-10 years)

#### **1. Move to primary care center of excellence on Portneuf Medical Center's new medical campus**

#### **2. Become an integral part of a new Idaho medical education paradigm**

#### **3. Start fellowships: Hospitalist, IT, consider Obstetric.**

#### **4. Complete foundation funding targets**